

# Northwell Health COVID Team Member Support Survey Results Summary



## Survey Overview

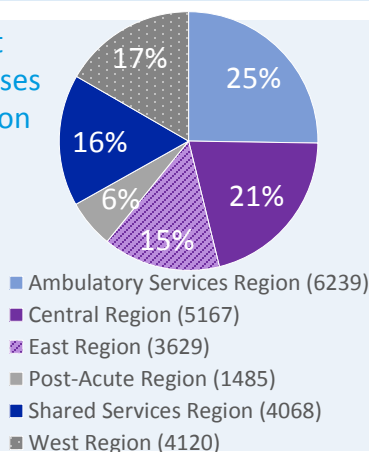
On May 4, we launched the COVID-19 Team Member Support Survey to understand the needs of all team members, including physicians, residents, and fellows. Within a one week administration, we achieved a 35% response rate (n = 24,708). Highest number of responses by primary role include Clerical (n = 4,700), Nursing RN (n = 4,219), and Management (n= 4,115).

Results will be used to confirm the direction and further inform the work of the organizational recovery efforts and the Recognition and Resilience/Engagement Work Stream.

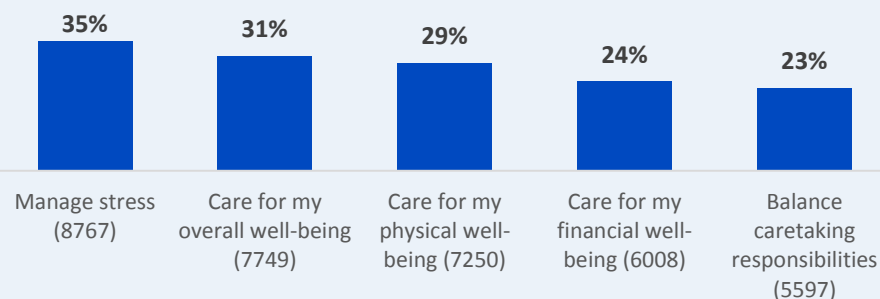
## Key Findings

- Resources for managing stress were identified as the greatest need across almost all entities and team member positions.
- Respiratory Therapists, RNs, and those who were redeployed expressed a higher need for support compared to the overall team member population
- Physicians reported needing support regarding navigating Northwell processes and procedures as much as needing support for managing stress and well-being.

## Percent Responses by Region



## I feel I need resources regarding how to...



## Organizational efforts we've implemented include:

- Overall Well-Being**
  - Site Tranquility Spaces
  - Emotional Support Resource Call Center
  - Virtual counseling
  - Targeted Outreach (Physicians)
  - Well-being time-off guidance
- Emotional/Psychological Well-Being**
  - Northwell Center for Traumatic Stress, Resilience & Recovery (CTSRR)
  - Senior Psychiatrist Liaisons for every Dept/Service Line
  - Fast-track employee appointments at 1554 Northern Blvd BH Group Practice
- Financial Well-Being**
  - In-kind donation distribution
  - Memorial & Caregiver Support Funds
- Recognition**
  - Ability to donate myRecognition points to fellow team members
  - Team member clap-outs during shift change

## Initiatives under development include:

- Overall Well-Being**
  - Well-being conference series for leaders
  - Peer-to-peer support programs
  - Scaled Trauma Support & Stress First Aid Toolkit
- Emotional/Psychological Well-Being**
  - Targeted outreach to most vulnerable team members (i.e., Respiratory Therapists, Critical Care RNs)
  - Forum for Leaders webinar
  - CTSRR satellites actively established at every Northwell hospital, linked to local EAP and Team Lavender
- Physical and Financial Well-Being**
  - Building sustainable resources and education for team members
- Leadership Tools**
  - Leadership Resilience Model/Education; other leadership tools
- Insights**
  - Targeted strategy to gain further insights related to the needs of our vulnerable team member population to inform further program or offering development